

OBSERVATION REPORT #65

KPMG Consulting has experienced a lack of response from Verizon on “win-back” orders.

Issue

KPMG Consulting placed two calls to the Verizon win-back number on November 29, 2000. During this initial call, the Verizon representative took the information and indicated that someone from the Win-back Center would return the call with a confirmation of the request to bring the accounts back to Verizon. As of Friday, December 1, Verizon had not contacted KPMG Consulting with the confirmations. As a result, KPMG Consulting contacted Verizon to ensure that the orders would be processed.

Below are the dates and telephone numbers referred to above:

Date Win-back Call Placed	Account Telephone Number
November 29, 2000	609-404-2827
November 29, 2000	856-857-2265

KPMG Consulting placed a call to the Verizon business win-back number on September 19, 2000. During this initial call, the Verizon representative took the information and indicated that a representative from the Win-back Center would return the call within two days with a confirmation of the request to bring the account back to Verizon. On September 26, KPMG Consulting contacted Verizon to confirm the win-back. The Verizon representative stated that there was no record on request. At that time, KPMG Consulting resubmitted the customer win-back request. To date, KPMG Consulting has not received a confirmation for the win-back. Furthermore, the customer service record (CSR) for this account does not reflect the change.

On multiple other occasions, KPMG Consulting has placed similar win-back calls to the business and residential win-back numbers.¹ On each occasion, the Verizon representative indicated that a representative from the Win-back Center would return the call within two days with a confirmation of the request to bring the account back to Verizon. To date, KPMG Consulting has not received confirmations for any of the listed win-backs. Furthermore, the customer service records (CSRs) for these accounts do not reflect the changes.

¹ Residential Win-back Number: 800-427-9977/ Business Win-back Number: 800-339-9911

This exception report is for discussion purposes only and is subject to change without notice.

Below are the dates and telephone numbers for which win-back calls were placed:

Date Win-back Call Placed	Account Telephone Number
September 19, 2000	609-671-5296
September 21, 2000	732-831-2875
October 24, 2000	856-810-4327
October 24, 2000	856-810-4328
November 6, 2000	609-671-4887
November 6, 2000	732-831-2473
November 6, 2000	732-831-2471

Assessment

Verizon NJ's inability to provide win-back service for business and residential accounts may impede customers from receiving service from their desired carrier.

This exception report is for discussion purposes only and is subject to change without notice.